

IOWAccess Advisory Council
Meeting Minutes of September 9, 2009, 1:00 PM
Hoover Building, Third Floor, Conference Rooms 329/330

Draft

Present: Richard Neri, Barb Corson, Kathleen Richardson, Terrence Neuzil, Tom Gronstal, Randy Nyberg, Herb Copley, Terri Selberg, Kelly Hayworth (at 1:12 p.m.)

Absent: Sheila Castaneda, Dawn Ainger, Beth Baldwin, Dan McGinn

Guests: Malcolm Huston, Tracy Smith, Mary Hadd, Jeff Franklin, Rich Johnson, Mark Uhrin, Matt Eaton, Diane Van Zante

Council Chair, Richard Neri, opened the meeting at 1:02 p.m. and noted that a quorum of members was present.

1. Introduction, Approve Minutes – Richard Neri, Chair.
All members and guests introduced themselves. Barb Corson moved approval of the July 8, 2009 meeting minutes. Terrence Neuzil seconded the motion. An oral vote was taken; the minutes were unanimously approved as written.
2. American Recovery and Reinvestment Act Recovery Project Update – Scott Vander Hart, Department of Management (DOM).
This agenda item was cancelled at the last minute.
3. Iowa Interactive Project Update – Tracy Smith Iowa Interactive.
July transaction volumes indicate a 25% growth in online cabin/campground reservations, compared to last year. A year has passed since new legislation went into effect, mandating single use of a driver's license record (a record can be used only one time for one purpose). July and August volumes for sales of driver's license records continued to show growth. Online license renewal for plumbers and mechanical engineers seems to be catching on.

Q. How does online renewal compare to the manual process?
A. In the month of July, the Bureau of Professional Licensure saw a nearly 80% adoption rate for online license renewal.

In July, several new projects went live: two projects for the Office of Drug Control Policy, the Iowa Board of Regents' website redesign, and websites for the Broadband Deployment Governance Board and Iowa Collaboration for Youth Development.

Iowa Interactive has begun conducting a post project survey. Whenever a project goes live, the partner agency is asked to rate its satisfaction. For July and August, the average score was 4.9 on a scale of 1 to 5, with 5 being the highest rating. Tracy personally follows up on any poor ratings that are received.

Note: Kelly Hayworth joined the meeting at this point in time.

4. IOWAccess Projects and Projections Spreadsheets/Monthly Report – Malcolm Huston. Malcolm summarized the current financial spreadsheet, highlighting significant numbers. Actual costs are reflected through the end of July. The total of projects being considered today is \$206,643. The amount of money available at this point in time, assuming continued funding for all previously approved projects, is sufficient to fund the projects before the Council. The Council’s overall financial picture is healthy; obligations are low at the present time and revenue has been steady.

A couple of projects seem to be lagging. Veterans Affairs is reassessing the business requirements for their dynamic forms project after coming to the conclusion that there is a better way to do things than originally thought. The Transparency project has not yet secured a business sponsor, so the project has been put on hold.

5. LIB – State Library – Live Helper Annual Subscription – Request for Recurring Funding (\$408) – Malcolm Huston.
This is an annual fee for the online chat that connects to the State Library website. Blanket approval is sought so that the fee may be paid annually, without bringing it back to the Council each year. Tom Gronstal moved approval; Kelly Hayworth seconded the motion.

Q. Is this purely for software maintenance?

A. Yes. This is an element of the home page and is our responsibility.

An oral vote was taken; the motion was approved unanimously.

6. IGOV – Boards and Commissions – Change Request (\$110,000) – Mary Hadd, DAS-Information Technology Enterprise.
ITE is working with the Boards/Commissions Coordinator to build more functionality into the application. Some portions of the site are for board members, others are for board administrators. ITE wanted to improve workflow, which necessitated rework of some of the screens and coding. The number of hours required to complete that work resulted in a shortfall in the amount of funds approved. The project originally started under the agile method, but is migrating to the waterfall method because it is better suited to the nature of this project. Mary is comfortable that the additional funding will be sufficient to finish the project.

Q. How much has been approved thus far?

A. \$167,000.

Q. What happens if the funding is not approved?

A. Unknown. We would have to consider other options.

Kelly Hayworth moved approval of the additional funding; Randy Nyberg seconded the motion. An oral vote was taken; the motion was approved unanimously.

7. ITE – Cyber Security Education and Awareness Training – Request for Scope Analysis Funding (\$20,000) – Jeff Franklin, ITE-Information Security Office.

Cyber security is an ever present threat. It is vital that we establish a base level of knowledge and give cities, counties, and school districts a single point of reference for up-to-date information. Cities and counties often do not have an information security office and are not able to provide training. We want to help bridge that gap by building a web application that serves as a resource and offers training, testing, and tracking. We have pursued other funding sources, but not been able to secure funding.

Q. What type of content would you use?

A. It would be a mixture of multi-media, case studies, and awareness education.

Q. Will there be any requirement that cities, schools, and counties participate or are we simply hoping that they will?

A. At present, it would not be a requirement.

Q. Why should the State of Iowa build this and be the resource for cities and counties?

A. At present, there are many different sources of information. ITE looks at 133 sites on a recurring basis. Being able to check one authoritative source would be extremely helpful. This would be a resource for anyone that wants to use it.

Q. Why should the State of Iowa be the resource for cities, counties, etc.?

A. The Information Security Office is already doing it and stays current on products and solutions. Many organizations do not have the resources to do so.

Q. Will there be a monitoring function?

A. No.

Q. Are there any other states that provide this type of service?

A. Unsure.

Additional discussion:

- It would be great to have a piece that is available to citizens, as well as cities, counties, and school districts.
- I struggle with whether this is part of the Council's role.
- Maybe the League of Cities and ISAC could contribute some money down the road.
- Could you do a survey to get some sense of buy-in?
- Scope analysis would help answer many of these questions; that's why it needs to be done.

Terrence Neuzil moved approval of funding; Terri Selberg seconded the motion. An oral vote was taken, subsequently substantiated by a vote of hands, as follows:

Ayes – Dick Neri, Kathleen Richardson, Herb Copley, Terri Selberg, Terrence Neuzil, Kelly Hayworth, Tom Gronstal

Nays – Barb Corson, Randy Nyberg

Abstentions – None

The motion carried.

8. Legislative Services Agency (LSA) – Iowa Code and Rules Easy Navigation and Search – Request for Planning Funds (\$26,000) – Rich Johnson and Matt Eaton, LSA.

At the July meeting, the Council approved \$20,000 for this project for scope analysis. Of that amount, only about \$7,000 has been spent. LSA is requesting approval to use the remaining \$13,000 plus an additional \$26,000 for the planning phase of the project.

Legislative Services is currently engaged in a multi-year computerization project to consolidate multiple publication platforms. One of their goals is to create a uniform index for easy to use navigation and search of both the Iowa Code and the Iowa Administrative Code, in effect creating a bridge so that the two bodies of content are cross referenced. This cross referencing would permit greater understanding of the relationship between the Iowa Code and Iowa Administrative Code. We anticipate the planning phase will take about two months and then we would proceed to the execution phase.

Q. Is there any existing software that could do this?

A. None that we know of.

Q. Is there a search engine that you could teach?

A. There are good search engines available, but none that have been integrated with indexed entries. We will use the existing search engine and customize it.

Q. Has there been any discussion of tying into proposed legislation or rule making?

A. No, but there is an interest in doing so.

Tom Gronstal moved approval; Terrence Neuzil seconded the motion. An oral vote was taken; the motion was approved unanimously.

Malcolm Huston offered a clarification; the final amount of funding is subject to the amount returned from the first phase of the project.

Council members took a brief break from 2:45 to 2:56 p.m.

9. General Services Enterprise (GSE) – Vertical Infrastructure Program – Request for Scope Analysis Funds (\$30,000) – Tony Schmitz, DAS/GSE.

The Vertical Infrastructure Program oversees the design, construction, and maintenance of state buildings in 70 different locations in Iowa. We have been working with ITE to identify internal workflow processes. We have a lot of information, but it is not accessible to anyone outside of GSE. We would like to put some of the process information online so that citizens can see how the State's money is being used and can check on the status of a project. There would be more accountability and transparency if the information was available to contractors and the public. This would be similar to what the University of Iowa and Iowa State University have already done. We don't want to reinvent the wheel, but simply don't have the money to move forward on our own.

Discussion:

- This sounds more operationally oriented than for public use. How are you going to approach the concept? A lot of it doesn't seem to be under the Council's purview, but some of it might.
-

➤ It allows the employees to be more efficient, but also provides information to the public.

Q. I assumed this was partly for putting out bids.

A. That information is already available on the purchasing website. We would post specifications and link that information to the purchasing website. We would also post an inventory of all buildings for the twelve agencies that DAS manages.

Q. You only represent twelve agencies, not all agencies?

A. Yes, by statute the twelve agencies are required to work through GSE.

Barb Corson moved approval of funding; Kelly Hayworth seconded the motion. An oral vote was taken as follows:

Nays – Randy Nyberg

Abstentions – None

Ayes – All others

The motion carried. The Chair recommended that GSE split the project into a number of pieces as the Council may not wish to support the entire project.

10. SHSI – State Historical Society Museum Content Management System – Request for Full Project Funding (\$20,235) – Jodi Evans, State Historical Society of Iowa.

In Jodi's absence, Malcolm Huston presented the funding request. The State Historical Society has a number of archived items that are not on display to the public. They would like to put this information online. The Society can purchase an off the shelf product for \$20,000 that satisfies the archival standards of a museum, allows the item to be displayed on a website, and pulls in existing information about the item.

Terrence Neuzil moved that further discussion of the project be tabled to the next Council meeting; Barb Corson seconded the motion. An oral vote was taken, unanimously upholding the motion. Council members would like to see the State Historical Society make an in-person presentation.

11. Draft IOWAccess Advisory Council By-Laws Update – Beth Baldwin, Committee Chair.

Two members of the committee, Beth Baldwin and Sheila Castaneda, are not able to be at today's meeting, so Randy Nyberg gave a progress report. The first area of focus is under Article 2, section 1.a(1) which states that 50% of funding shall be reserved for Enterprise project proposals. As a group, the Council needs to decide whether to remove that language or change it. Some of the other by-laws are contradictory to that statement. Beth, Sheila, and Randy also talked about the current process which analyzes projects as they are received/presented. Assuming the availability of funds, the Council tends to approve projects as they come in; maybe they should review all of the projects at the same time, determine which ones rate the highest, and fund only a certain number. The committee also looked at the project management process, and the agile and waterfall methodologies. For the by-laws, we were most interested in determining how often to meet and whether to review projects on a collective basis and whether to give more weight to enterprise projects.

Tracy Smith commented that the State of Kansas uses something similar to a grant process. They meet on a quarterly basis and review everything first, before awarding any money. They also require an agency to come back and give a status update. When the project is completed, the sponsor is asked to showcase the project. The process also lends itself more to enterprise projects.

Discussion:

- We are obligated to try to develop software that benefits multiple agencies. We should give more value to people who want to collaborate.
- It would be good if project awards could coincide with the budget approval process. If projects were reviewed on an annual basis, it would do away with the three step process that the Council uses now.
- Another idea would be to grant initial scope analysis at one meeting and then subsequent phases at meetings throughout the year.
- How does the Council feel about holding quarterly meetings and trying to come up with a process that looks at a pool of projects and makes decisions based on some criteria?
- If an agency chooses to make use of a value added fee, the IOWAccess Advisory Council is the first step in that process. What if the request is time sensitive?
- The Council could conduct a meeting via conference call.
- We could hold quarterly project approval meetings and schedule other business to occur at another meeting. We are an advisory council, the bottom line is that we just make a recommendation, but the DAS administrator can override that decision.
- We almost never have too many projects. A grant process could take us more time than we are using now. I don't know if we need to move to a grant process type approval.
- Another option is working with Malcolm or a subcommittee and adjusting the by-laws to fit the process. If we agree on what we want the process to be, we can create by-laws to reflect that process.
- Could we encourage more enterprise wide projects?
- The Council should also be prepared to show its process or paper trail for making decisions/awards.
- A grant typically does not provide 100% funding. There is more buy-in when you have some investment yourself.
- Can we fund a portion of a project rather than the whole thing?
- Fifty percent for enterprise projects is probably too high. It would require another set of accounting. We could say we favor that, but not make it a requirement.

Agreement was reached to pull the language earmarking 50% of the funding for enterprise projects. A suggestion was also made to remove Article 2, section 4 (“develop a plan and process to make recommendations to Department of Administrative Services for improvements to information technology projects, and to maximize the value of information technology investments by the state”).

We will distribute the comments from today's meeting and ask council members to provide feedback.

12. ITE Project Updates – Mark Uhrin, ITE.

DPS	Criminal History Check Online	Responding to vendor updates to data. Target to Production by end of September.
DAS	ITE School Alerts	227 districts enrolled, 19284 registered users. For August 2008-July 2009 we sent 389,671 separate emails. Usage statistics were reset at the beginning of August to reflect the new school year. We have had 25 notifications so far. Mapping function working in Test with a targeted late Sept launch.
CREEGAC	Real Estate Online	Application went live 8/13 with associated press releases. Assessor's data is currently not being supplied to the site. This code has been reused as part of the state's ARRA site for collaboration between groups seeking joint application for available grants.
DPS	ISOR Update	Working with vendor on updated data being provided. Target end of September launch to Production
DNR	Boat Dock Registrations	Application is in Production.
DNR	Safety Education	Application is in Production. Customer has some additional changes that they are funding.
IDED	BLIC	Application is in Production.
DNR	Turn In Poachers	Application is in Production.
DVA	Website Redesign	Completed business requirements.
DIA	Child Advocacy	Continuing toward an expected code completion by 10/1.
DHR	Weatherization Assistance	Waiting for customer resource to return so can set Production rollout.
DOM	ARRA Recovery Tracking	Completed first Pilot Reporting test cycle, second test cycle started 9/9. First official reporting cycle starts 10/10/2009. Prod Pilot site for Collaboration is available. State has very good site at a fraction of the cost (~\$100,000 to date) of most proposed products.
DAS	ITE Transparency	No work is planned until a business owner is identified.
CSAC	Scholarships & Grants Integration	Continue to work with customer and their vendor to meet very aggressive timelines.
DOM	Local Gov Financial Reports	Progress has been slow so far as end of the state's fiscal year and vacations have impacted availability. Will start making better progress now that customer and ITE staff availability is increasing.

13. Wrap Up and Adjourn – Dick Neri, Chair.

There being no further business, the meeting adjourned at 4:07 p.m.